CLAIMS:

What is claimed is:

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1.   A method of handing over a communication from a
first party device to a second party device, comprising:
    enabling a speech recognition function;
    using the speech recognition function to transcribe
10 a portion of the communication to thereby generate a
transcription; and
    sending the transcription to the second party device
when handing over the communication from the first party
device to the second party device.

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2.   The method of claim 1, wherein the portion of the
communication that is transcribed includes only speech
input from a first party input to the first party device.

20 3.   The method of claim 1, wherein the portion of the
communication that is transcribed includes speech input
from a third party that initiated the communication.

4.   The method of claim 1, wherein the first party
25 device is a first call taker workstation associated with
a call center and the second party device is a second
call taker workstation of the call center.

5.   The method of claim 4, wherein a first call taker
30 associated with the first call taker workstation provides
a first level of assistance and a second call taker
associated with the second call taker workstation
provides a second level of assistance.

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6.   The method of claim 5, wherein the second level of assistance is more specialized than the first level of assistance.

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7.   The method of claim 1, wherein the speech recognition function is trained based on speech input from a first party associated with the first party device.

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8.   The method of claim 1, wherein the speech recognition function makes use of a reduced size vocabulary of recognized words that are specific to communications typically handled by the first party

15   device.

9.   The method of claim 1, wherein the step of enabling the speech recognition function is performed automatically upon the occurrence of a triggering event.

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10.   The method of claim 9, wherein the triggering event is receipt of the communication at the first party device.

25   11.   The method of claim 1, wherein the step of enabling the speech recognition function is performed in response to an input from a first party associated with the first party device.

30   12.   The method of claim 1, further comprising:
        displaying the transcription on the first party device.

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13. The method of claim 1, further comprising:

displaying the transcription on the second party device after the transcription is received by the second party device when handing over the communication from the

5   first party device to the second party device.

14. The method of claim 1, further comprising:

analyzing the transcription to identify words of importance; and

10   displaying the transcription on the first party device with the words of importance conspicuously identified in the display.

15. The method of claim 14, wherein the words of

15   importance are conspicuously identified in the display by one of highlighting, using a different color text, using a different size font, and using a different font.

16. The method of claim 1, wherein the first party

20   device and the second party device are provided by a same entity.

17. The method of claim 1, wherein the first party device and the second party device are provided by

25   different entities.

18. The method of claim 1, further comprising:

analyzing the transcription to identify recommendations for handling the communication; and

30   providing the recommendations to one of the first party device and the second party device.

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19.   The method of claim 18, wherein analyzing the transcription includes performing data mining on the transcription.

5   20.   The method of claim 1, wherein analyzing the transcription to identify recommendations for handling the communication includes using at least one of an expert system, a neural network, and a rule-based system to identify the recommendations.

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21.   An apparatus for handing over a communication from a first party device to a second party device, comprising:

a controller; and

an interface coupled to the controller, wherein the

15   controller enables a speech recognition function and uses the speech recognition function to transcribe a portion of the communication to thereby generate a transcription, and wherein the controller sends the transcription via the interface to the second party device when handing

20   over the communication from the first party device to the second party device.

22.   The apparatus of claim 21, wherein the portion of the communication that is transcribed includes only

25   speech input from a first party input to the first party device.

23.   The apparatus of claim 21, wherein the portion of the communication that is transcribed includes speech

30   input from a third party that initiated the communication.

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24. The apparatus of claim 21, wherein the first party device is a first call taker workstation associated with a call center and the second party device is a second call taker workstation of the call center.

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25. The apparatus of claim 24, wherein a first call taker associated with the first call taker workstation provides a first level of assistance and a second call taker associated with the second call taker workstation

10   provides a second level of assistance.

26. The apparatus of claim 25, wherein the second level of assistance is more specialized than the first level of assistance.

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27. The apparatus of claim 21, wherein the speech recognition function is trained based on speech input from a first party associated with the first party device.

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28. The apparatus of claim 21, wherein the speech recognition function makes use of a reduced size vocabulary of recognized words that are specific to communications typically handled by the first party

25   device.

29. The apparatus of claim 21, wherein the controller enables the speech recognition function automatically upon the occurrence of a triggering event.

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30. The apparatus of claim 29, wherein the triggering event is receipt of the communication at the first party device.

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31. The apparatus of claim 21, wherein the controller enables the speech recognition function in response to an input from a first party associated with the first party device.

32. The apparatus of claim 21, further comprising a transcription analysis device that analyzes the transcription to identify words of importance, and wherein the transcription is displayed on the first party device with the words of importance conspicuously identified in the display.

33. The apparatus of claim 32, wherein the words of importance are conspicuously identified by one of highlighting, using a different color text, using a different size font, and using a different font.

34. The apparatus of claim 21, wherein the first party device and the second party device are provided by a same entity.

35. The apparatus of claim 21, wherein the first party device and the second party device are provided by different entities.

36. The apparatus of claim 21, further comprising a transcription analysis device that analyzes the transcription to identify recommendations for handling the communication, wherein the transcription analysis device provides the recommendations to one of the first party device and the second party device.

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37. The apparatus of claim 36, wherein the transcription analysis device analyzes the transcription using data mining on the transcription.

5   38. The apparatus of claim 21, wherein the transcription analysis device analyzes the transcription to identify recommendations for handling the communication using at least one of an expert system, a neural network, and a rule-based system to identify the recommendations.

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39. A computer program product in a computer readable medium for handing over a communication from a first party device to a second party device, comprising:

first instructions for enabling a speech recognition

15 function;

second instructions for using the speech recognition function to transcribe a portion of the communication to thereby generate a transcription; and

third instructions for sending the transcription to

20 the second party device when handing over the communication from the first party device to the second party device.

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